



**CIVIL SERVICE OF JAMAICA**  
**MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND TRANSPORT**  
**Job Description and Specification**

<b>JOB TITLE:</b>	Human Resource Officer, Organizational Development and Performance Management
<b>JOB GRADE:</b>	GMG/AM 4
<b>POST #:</b>	68635
<b>DIVISION:</b>	Human Resource Management and Development
<b>REPORTS TO:</b>	Director, Organisation Development and Performance Management
<b>MANAGES:</b>	None

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE JOB SIGNIFIED BELOW**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

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Human Resource Officer (Organizational Development and Performance Management)

## **JOB PURPOSE**

Under the general direction of the Director, Organizational Development and Performance Management, the Human Resource Officer (OD & PM) is responsible for assisting with the management of activities to achieve the goals and objectives of the OD & PM functions within the Ministry as well as executing related administrative functions. In particular, the officer's main focus is to assist with the functions related to Performance Management and Monitoring.

## **KEY OUTPUTS**

- Administrative support;
- PMAS and OD records maintained;
- PMAS sensitization sessions;
- Work Plan sensitization sessions;
- Strategy to collect PMAS Work Plans;
- Current register of employees and their appraising managers;
- Timetable for PMAS activities;
- Availability and circulation of PMAS material/documentation;
- Mechanisms to track completion of performance appraisals;
- Maintenance of confidential register of performance ratings and applicable pay awards/sanctions;
- Preparation and dissemination of PMAS communication (reminders, notices etc.)
- PMAS compliance reports for the EPMAT;
- Confidential Summary PMAS report;
- Special PMAS related reports;
- Notification to payroll re staff awarded pay increment;
- Administrative support for Internal Rewards and Recognition Committee.

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative**

- Participates in the Corporate and Operational Planning activities by assisting with the preparation of the Units' (OD & PM) and the Division's Operational Plan and Budget;
- Assists with the preparation of activity/performance reports as requested;
- Ensures that records are kept up-to-date and are easily retrieved;
- Provides advice to managers and staff on the resolution of OD & PM matters;
- Advises on the interpretation of performance management guidelines;
- Provides administrative support in respect of all OD & PM matters;
- Keeps staff abreast of Human Resource policies and regulations;

### **Organizational Development**

- Assists with the collection of job related data through interviews, questionnaires, observations and the examination of records to validate findings;
- Assists with the development, and maintenance of organizational charts and output focused job descriptions in collaboration with other HR colleagues, managers and employees;
- Participates in conducting organizational needs assessments to determine organizational readiness for change;
- Assists with the review and maintenance of customer services initiatives which have already been implemented throughout the Ministry.

### **Performance Management**

- Ensures that PMAS notifications are prepared and issued (notices, reminders etc.) in a timely manner;
- Participates in the development of the work plan for the implementation of and oversight of the PMAS and its operation for each financial year;
- Participates in developing in collaboration with other HR colleagues and the EPMAT, plans for the development of the PMAS;
- Assists in conducting PMAS sensitization sessions within the MSET and its agencies in collaboration with other HR colleagues;
- Assists in developing and executing PMAS related change management initiatives in collaboration with other HR colleagues, the EPMAT, managers and supervisors;
- Assists in conducting Work Plan sensitization and training sessions as necessary;
- Assists with the review of samples of unit work plans and individual work plans to ensure quality of content (alignment and completeness in specification);
- Develops strategy to collect PMAS work plans in a timely manner;
- Participates in the development of customized manuals and forms for the MSET, in keeping with the PMAS Guidelines;
- Creates the timetable for PMAS related activities over a given financial year for review by the Manager;
- Maintains current register of employees, their appraising managers and reviewing managers;
- Ensures that all managers and supervisors have available to them and are in receipt of all PMAS manuals, handbooks, templates, policies and procedures required to operate with the system;
- Assists with monitoring compliance with the conducting of interim evaluations and provides guidance as necessary;
- Recommends and contributes to the development of mechanisms to track the completion of performance appraisals on an annual basis for all relevant staff members;

- Assists with monitoring the implementation by managers of remedial and corrective action to address poor performance;
- Assists with monitoring the implementation of staff development plans as an important aspect of performance management;
- Ensures that performance appraisal records are properly maintained;
- Maintains a confidential register of performance ratings and applicable pay awards/sanctions;
- Extracts required employee records for the audit of the system and provides other support as required for the post implementation evaluation of the system;
- Checks staff eligibility for increments/awards and notify the relevant HR Officers and provides information for the Manager to transmit to Payroll;
- Provides administrative support to the internal recognition and Rewards Committee
- Assists in providing guidance to managers on giving recognition and rewards at the Divisional or Unit level;
- Prepares/compiles confidential summary PMAS report on appraisal results for the Director, Organizational Development and Performance Management, and identify authorised users;
- Provides input and prepares/compiles PMAS status reports for the EPMAT and the PMIT monthly and/or as otherwise required;
- Provides input and prepares/compiles special PMAS related reports as required;
- Any other duties assigned.

### **Human Resource**

- Prepares/compiles customized PMAS material for employee orientation sessions in the MSET;
- Assists in providing training for newly appointed managers, supervisors with respect to their responsibilities under the PMAS;
- Assists in providing guidance and information on PMAS related issues to all staff including managers and supervisors.

### **INTERNAL AND EXTERNAL CONTACTS**

#### *Internal*

<i>Contact</i>	<i>Purpose</i>
Director, Organisational Development and Performance Management	Directives and work assignments To develop work plan and report progress
Senior Directors in MSET and agencies	To develop PMAS schedule and proffer support and guidance to ensure compliance
All members of Staff in MSET	To provide support and guidance.

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Human Resource Officer (Organizational Development and Performance Management)

PMAS Program Manager -MSET	To develop and sustain operating standards consistent with requirements of the Government; to provide feedback on this aspect of reform
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#### *External*

<i>Contact</i>	<i>Purpose</i>
Cabinet Office	Getting technical advice and providing reports
Heads of Agencies and other Government Ministries	Providing information/ assistance and receiving Information.

### **PERFORMANCE STANDARDS**

- Plans are prepared in established format, within agreed timeframe and support the established objectives of the PMAS and the specific needs of the MSET and its agencies;
- PMAS documents, guidance and training provided are in accordance with the established principles as outlined in the Guidelines issued by the Office of the Cabinet;
- Reports are produced in accordance with the established format and submitted within the timeframe required;
- PMAS communications are clear, issued in a timely manner and are appropriate for the purpose and the target group;
- Adequate controls and tracking systems are implemented;
- Approved changes are implemented within agreed timeframe, in accordance with stated expectations;
- Staff in the MSET and its agencies is satisfied with the quality of support received;
- Customer satisfaction is continuously improved;
- Effective and timely advice and assistance is provided to Directors and Managers;
- Change management initiatives are effective and implemented in a timely manner;
- Mechanisms for evaluating employees' satisfaction are administered according to established timeframe;
- Key deliverables, targets and quality standards are consistently met;
- Operates in a fair and impartial manner;
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct.

### **REQUIRED COMPETENCIES**

*The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade ‘1’ being the lowest and ‘3’ or ‘4’ the highest*

Core	Level	Functional	Level
Oral communication	3	Strategic vision	2
Written communication	3	Analytical thinking	2
Customer and quality focus	2	Problem solving and decision making	3
Team work and cooperation	2	Impact and Influence	2
Integrity	2	Initiative	3
Compliance	1	Planning and organizing	2
Interpersonal skills	2	Goal/result oriented	2
Change management	1	Proficiency in the use of relevant computer applications (Word, PowerPoint, Excel.)	1
		<ul style="list-style-type: none"> <li>• Good knowledge of Human Resource Management techniques and practices</li> <li>• Good knowledge of Public Service Regulation, Staff Orders, Labour Laws and practices.</li> <li>• Comprehensive and sound knowledge of the Performance Management and Appraisal System as established in the guidelines issues by the Office of the Cabinet.</li> <li>• Knowledge of job analysis, performance management and appraisal processes and methods including writing job descriptions and work plans.</li> <li>• Knowledge of research and data analysis techniques.</li> <li>• Ability to exercise sound judgement and conviction of purpose in unfavourable or unpopular situations.</li> </ul>	

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Associate of Science Degree in Business Administration, Public Administration, Management Studies, Human Resource Management or related field from a recognized tertiary institution;
- At least three (3) years' experience in Human Resource Management preferably in the public sector.

### **AUTHORITY**

- Determines along with Director of OD and PM the content of general PMAS communication within the MSET and its agencies;
- Agrees with managers timelines for the conduct of requested interventions;
- Recommends approaches to the execution of PMAS interventions;
- Recommends PMAS related procedures specific to the MSET;
- Recommends as a member of the Internal Recognition and Reward Committee, rewards to be given to staff;
- Enforces the acceptable quality standards for work plans.

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Will be required to travel island-wide;
- Will be required to work beyond regular working hours in an effort to meet deadlines;
- Required to work under pressure and with minimum supervision.